

**ATTACHED ARE  
MINUTES FROM THE  
PROCESS SERVERS  
AND INFORMATION  
EXCHANGE  
PRESENTATION WITH  
CLERK OF COURT AND  
COURT STAFF HELD ON  
NOVEMBER 4, 2003**

**PLEASE FORWARD TO  
THE APPROPRIATE  
INDIVIDUAL AT YOUR  
COMPANY**

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# **Process Servers, Court and Clerk's Office Information and Exchange Presentation**

November 4, 2003

Minutes

## **Welcoming Remarks**

- Michael K. Jeanes, Clerk of the Superior Court, welcomed the attendees and apologized for any inconvenience caused by the change of the meeting date.

## **Process Servers Information in the Justice Courts**

- Brian Karth, Justice Court Administrator, was introduced to discuss the Process Servers' boxes located throughout the Justice Courts and the business reasons for the elimination of them. The deadline of October 17<sup>th</sup> for completion of the Process Servers' contact form has been extended. A list of Process Servers has been compiled and is available for the public at all Justice Court facilities. This is in lieu of individual business cards. After December, the plan is to update this list every six or twelve months. The Process Servers provided comments.
  - ✓ The possible implementation of an In/Out Box at the counters (and time stamp) to eliminate standing in line when there are no cash transactions requiring a clerk's assistance.
  - ✓ Mail drop slots for after hours drop off.
  - ✓ Inconsistencies of processing and treatment between the different Justice Courts.
  - ✓ Erroneous information about Process Servers fees being disseminated. (It was suggested that staff could provide a copy of Statute 11-445 in lieu.)
- Mr. Karth will review these suggestions and recognizes there are inconsistencies. He encouraged the Process Servers to contact, by email, Dennis Metrick, Director of Court Operations, at [dmetrick@mcjc.maricopa.gov](mailto:dmetrick@mcjc.maricopa.gov) with any concerns or issues they may have, or by phone at 602-506-8569.
- Mr. Karth announced that the Justice Court Administrative Offices would be relocating to the Old Courthouse sometime in December 2003.

## **Introduction of Len Keso**

- Mr. Jeanes introduced Len Keso, the new coordinator for Process Servers in the Clerk's Office. Mr. Keso provided a brief background on himself. He also provided statistics since his assignment on September 11<sup>th</sup>. He has received 160 calls, 35 visits, produced 56 identification cards and administered 2 tests. Mr. Keso may be reached by email at [lkeso@cosc.maricopa.gov](mailto:lkeso@cosc.maricopa.gov) or by telephone at (602) 506-1909.

## **Electronic Access to Court Records**

- Shawn Johnston, Public Affairs Program Manager, advised that she would be the contact for those individuals experiencing difficulties with searches on the iCIS database. The search engine in iCIS functions differently than that in ACS. She encouraged the Process Servers to provide her with examples of difficulties they are experiencing so that she can zero in on the exact issues. Ms. Johnston may be reached by email at [sjohnston001@cosc.maricopa.gov](mailto:sjohnston001@cosc.maricopa.gov) or by telephone at (602) 506-7922.

## **Training Opportunities Conducting iCIS Research**

- Maureen Ramroth, Administrative Planning Manager, was introduced for this topic. She has been designated to develop in conjunction with our Judicial Information Systems Department an in-depth training module for iCIS research functions. She solicited the group for volunteers for the development of a class, stressing the importance of input from users. She would also like input on the best time to schedule these sessions. A CD Rom format is also being discussed. Contact Ms. Ramroth by email at [mramroth@cosc.maricopa.gov](mailto:mramroth@cosc.maricopa.gov) or by telephone at (602) 506-2297 if unable to sign up at the meeting.

### **Northwest Internal Depository**

- Michele Delk-Garey, Document Management Director, announced the implementation of an internal Depository Box for the Northwest Court facility. The Box will be located on the west wall in the main lobby. It has been scheduled for installation sometime in December 2003.

### **Judicial Rotations**

- Phil Knox, Deputy Court Administrator, provided handouts for the new Judicial calendar rotations and office assignments. The handout reflected planned changes as of October 29, 2003. More changes may be forthcoming when the Court is able to take occupancy of the renovated Old Courthouse. Mr. Knox announced there will be three Judges and one Commissioner located at the Northwest facility instead of four Judges which is the current configuration. Approximately 80% of the hearings at the facility are Family Court matters. The LCA Court will relocate to the 4<sup>th</sup> Floor of the Central Court Building (the Judges boxes will remain at their current location) and Civil Court Administration will be moving to the Lower Level at the Old Courthouse.
- Mr. Jeanes advised that a Northeast Court facility is being planned in the vicinity of 40<sup>th</sup> Street and Union Hills, and is scheduled to be operational in 2005. The cases heard at this location will be Civil and Family Court.

### **Domestic Relations Rules Committee**

- Mr. Jeanes is serving on a state-wide Domestic Relations Rules Committee created by Chief Justice Jones. It is comprised of Judges, Clerks, Administrators and Attorneys. The Committee is looking at major Rules reform. The minutes of these meetings and a meeting schedule is available on the Supreme Court's Website (<http://www.supreme.state.az.us>) by clicking on the DR Rules Committee link.

### **Process Server Boxes in the Clerk of Court Locations**

- Mr. Jeanes is looking for ideas related to the Process Servers' boxes located in the Clerk's Office locations. Because there are a limited number of boxes not all Process Servers can be accommodated at this time. Mr. Jeanes would like input as to how best manage the boxes.
- Mr. Jeanes also mentioned that he has asked Sheri Jaffe, Document Management Supervisor, to contact the managers of a process server's service when they have staff that act inappropriately.
- He also has informed filing counter staff that if a process server leaves the window they are to put their documents aside and assist the next customer. The documents will be returned to the Process Server who left the window so they can get back in line. He also advised that it is not appropriate to solicit business when being assisted at a filing counter window.

### **Meeting Purpose and Calendar for 2004**

- A meeting calendar for 2004 was distributed at the meeting. Mr. Jeanes announced that the meeting scheduled for July 13<sup>th</sup> will need to be reset. **He informed the Process Servers that paper notices will no longer be distributed in advance of the meeting. They can obtain meeting information via the Clerk's Website (<http://www.maricopa.gov/clkcourt>) and click on the Process Server link. Minutes and agendas of the meetings are also available at this site.**

### **Other Items**

- Process Servers raised concerns over the timing of afternoon breaks by the filing counter staff. Mr. Jeanes will have this reviewed by his filing counter supervisors.

The meeting was adjourned at 1:20 p.m.

COPIES OF MINUTES FROM THESE PRESENTATIONS ARE NOW AVAILABLE ON THE CLERK'S OFFICE WEBSITE:

**<http://www.clerkofcourt.maricopa.gov>** or **<http://www.maricopa.gov/clkcourt>**